

I pay \$45 per month for Comcast Internet service, an exorbitant fee I tolerate only because they are my only viable choice. As an apartment dweller I am provided with a single choice for phone service (AT&T) and a single choice for cable service (Comcast). As a cell phone user I have little use for a landline; DSL comes with an effectively mandatory requirement to pay for local phone service, leaving Comcast as my only choice in connecting to the Internet.

Even setting aside the bittorrent issue, I have been remarkably unsatisfied with my service from Comcast, both Internet and television. My Internet service frequently suffers from unexplained jumps in latency where I will almost completely lose connection for as long as five to ten seconds. This occurs several times an hour. For several months I believed that this was due to my wireless network connection, but the problems persisted even after I went through the inconvenience of setting up a wired connection. While not an issue during internet browsing, emails, or downloading, it is a severe inconvenience during real time activity. My cable television service suffers from similar bandwidth choking, albeit less frequently. As the internal workings of Comcast's network are not open for public scrutiny – despite being my only viable option for television and Internet service – I am unsure whether their packet examination and network traffic forging are responsible for these irregularities.

In addition, I have several specific problems with the revealed bittorrent filtering issues:

- 1) *Comcast did not reveal this filtering to its subscribers.* Internet customers assume that all traffic will be treated in a neutral manner by their internet service provider. Handling certain types of traffic in a superior or inferior manner goes against this principle; disclosure should be mandatory.
- 2) *There may be no other option for Internet service.* If Comcast is going to depart from the principle of net neutrality and engage in traffic prioritization or connection termination for disfavored protocols, it has an obligation to provide customers with an alternative. In many cases, such as my own, Comcast is the only option for Internet service. It is unacceptable that the consumer has no option other than to submit to this type of deceptive traffic shaping.
- 3) *The method used in shaping the traffic is highly deceptive.* The really devious aspect of this traffic shaping is the fact that it is transparent to the end user. The method used – of forging packets – is highly unique. In fact, I am having trouble recalling another instance of packet forging other than computer hacking attempts.